



**Job Title:** *Barista*

**Description:** As a barista and representative of **Sip Organic Juice Bar™** (“**Sip**”), you are responsible for serving each **Sip** guest with friendly, engaging, individual attention, which includes patiently educating guests on menu items and product benefits. You must also fulfill any other duties the store manager, assistant manager, or shift supervisor assigns.

**Expectations and Duties**

- Ensures all customers are educated on **Sip** products and services.
- Follows **Sip** drink recipes and procedures.
- Passes monthly re-certifications within the window determined by management.
- Develops an understanding of plant-based nutrition, supplements, and drink ingredients.
- Proficiently prepares blended and cold drinks provided by the store.
- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks, and food items.
- Verbally receives and calls back customer orders in a friendly manner.
- Responds proactively to prevent customer service situations. Should a complaint arise, must report all customer complaints to manager on duty.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner, including (but not limited to) giving store greeting, providing directions to location, and receiving customer orders.
- Answers customer questions regarding blends, preparation, product freshness, detoxes (benefits, registering, etc.), and **Sip**-supported classes/events.
- Weighs and packs customer orders of Jenergy Bars™ according to Company guidelines.
- Sells and serves miscellaneous food items to customers.
- Continues to take drink orders *5 minutes* past closing, happily.
- Maintains *exceptional* customer service *at all times*.
- Routinely cleans the bar, customer seating areas, floor, windows, and all juice/smoothie equipment.
- Assists in the distribution of weekly shipments, restocking shelves, running errands, and emptying compost and recyclables.
- Reports operational inconsistencies, potential safety hazards, and employee accidents to the manager on duty.
- Follows sound personal hygiene standards, including frequent hand washing.
- Works special events, as needed.
- Positively interacts with our brand via social media.

**Qualifications and Physical Demands**

- Entry-level position.
- Maintains positive Company morale and professional attitude.
- Must be able to work overtime, as needed.
- Excellent verbal and written skills.
- Well-organized and detail-oriented.
- Minimum age of 18 years old and holder of a high school diploma.
- Frequently required to use hand-to-finger motions, handle or feel objects, and reach above head with hands and arms.
- Regularly required to lift and/or move items up to 30 pounds.
- Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close-range projects.
- Regularly required to handle very hot and very cold food/beverages.